





**Mayor's Action Center**  
Service Level Attainment Compliance  
June 2011

Service Level Agreement	Target Performance		Current Performance		
Speed to Answer Calls	< :20				
Abandon Rate	< 5%				
Time on Call	< 2:30				
After Call Work	< :40				
Top 5 Service request	Weeds (2,274)	Animal (1,680)	Trash (1,396)	Drainage/ Flooding (611)	Chuckhole (567)